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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

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September 7, 2006

TO: All State Agencies of the Executive Branch
Senate
House of Representatives

FROM: Aaron S. Fujioka
Administrator

A handwritten signature in black ink, appearing to read "Aaron S. Fujioka", written over the printed name and title.

SUBJECT: **Change No. 6**
SPO PL No. 04-07
Repair Services of Personal Computers, PC Printers and Related
Equipment on the island of Oahu
Expires: September 14, 2006
(IFB-03-090-O)

The following changes are made to the price list:

Agencies are notified that upon expiration of Price List 04-07 on September 14, 2006, agencies will **BUY FROM BEST AVAILABLE SOURCE** for Repair Services of Personal Computers, PC Printers and Related Equipment on the island of Oahu. SPO is in the process of working on a new Vendor List and participating agencies will be notified of the availability of the new QUALIFIED VENDORS List. Tentative start date of new Vendor List is December 1, 2006.

The current price list incorporating Change Nos. 1-6 is available on the SPO website: www.spo.hawaii.gov; click on "SPO Price List and Vendor List". At the search screen, enter the List Title.

Should you have any questions, James Nakano can be contacted at 586-0563, fax 586-0570, or e-mail james.m.nakano@hawaii.gov.

STATE OF HAWAII
STATE PROCUREMENT OFFICE

SPO Price List No. 04-07 (OAHU)

Includes Change No. 6

Replaces SPO PL No. 00-36

Revised September 12, 2006

**REPAIR SERVICES OF PERSONAL COMPUTERS, PC PRINTERS
AND RELATED EQUIPMENT ON THE ISLAND OF OAHU**

(IFB-03-090-O)

September 15, 2005 to September 14, 2006

STATE'S COMMITMENT. Agencies of the following purchasing jurisdictions are required to purchase from this pricelist:

1. Executive branch agencies
2. House of Representatives
3. Senate

A purchasing jurisdiction may elect not to extend its commitment to this contract beyond the initial contract term. Further, a purchasing jurisdiction not participating in the contract may, at the earliest, commit to the contract at the inception of a contract extension period, if any.

EXCEPTION TO THE PRICE LIST. When the use of the price list is not suited to an agency's purpose, the appropriate purchasing jurisdiction may grant an exception to purchase outside of the price list. For this purpose, Executive Branch agencies shall use SPO Form-5, "SPO Price List Purchase Exemption", available at the SPO Website: <http://www.spo.hawaii.gov>.

POINT OF CONTACT. Questions regarding the products listed herein should be directed to the respective vendor.

Procurement questions or complaints may be directed as follows:

<u>Point of Contact</u>	<u>Telephone</u>	<u>Facsimile</u>	<u>E-mail Address</u>
Executive: James Nakano	586-0563	586-0570	james.m.nakano@hawaii.gov
House : Patricia Mau Shimizu	586-6400	586-6401	adele@capitol.hawaii.gov
Senate: Paul T. Kawaguchi	586-6720	586-6719	senclk@capitol.hawaii.gov

USE OF PRICE LIST BY NONPROFIT ORGANIZATIONS. Pursuant to Section 103D-804, Hawaii Revised Statutes (HRS), nonprofit organizations with current purchase of service contract(s) (Chapter 103F, HRS) have been invited to participate in the State Procurement Office's (SPO) price lists.

If a nonprofit organization (hereinafter called "nonprofit") wishes to purchase from a SPO price list, the nonprofit must obtain approval from each price list vendor, i.e., participation must be mutually agreed upon. A price list vendor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and price list vendor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a price list vendor.

VENDORS:

<u>Vendor</u>	<u>Address</u>	<u>Telephone</u>	<u>Facsimile</u>
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BUY FROM BEST AVAILABLE SOURCE AFTER SEPTEMBER 14, 2006

VENDOR CODES for annotation on purchase orders are obtainable from the "Alphabetical Vendor Edit Table Report" available at your department's fiscal office. **Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.** Therefore, when processing an invoice for payment, be sure that the correct vendor code is used.

UNIT PRICES include delivery to destination and all other costs EXCEPT the State General Excise Tax which is currently 4%. Agencies are advised to add tax amount to their purchase order total.

PURCHASE ORDERS must be received by the vendor no later than September 14, 2004 or its extended expiration date as per an issued price list change. It is the responsibility of each agency to insure timely issuance of purchase orders. The vendor is not obliged to accept any order received after the price list expiration date; however, shall fill timely order for which repair service may extend beyond the expiration date.

"SPO PL No. 04-07" must be typed on purchase orders issued against this price list. In the interest of minimizing both purchase order processing and dealer's delivery costs, agencies are urged to consolidate on each purchase order as many items from as many price lists as possible and to issue those orders as soon as possible.

INSPECTION OF REPAIR WORK COMPLETED. Agencies are advised to inspect repair work completed immediately upon receipt and report any discrepancies to the vendor within five (5) working days from the completion date of the repair.

PRICE LIST AVAILABLE ON SPO WEBPAGE AND HAWAII FYI. The price list is available at the SPO website: <http://spo.hawaii.gov/>. "Click" on SPO Price List and Vendor List.

PROVISION OF MAINTENANCE SERVICE

The State's Information and Communication Services Division (ICSD) has implemented a self-maintenance program for end-user equipment. There are State agencies who have maintenance coverage with the State's self-maintenance program. The State reserves the right to provide maintenance for any equipment through this program or other self-maintenance program. The State reserves the right to provide no maintenance coverage for equipment.

The State may withdraw equipment from maintenance coverage provided under this contract upon thirty (30) days written notice to the contractor. The contractor shall immediately refund any prepaid maintenance fees to the applicable State agency.

RE-EXECUTION OF WORK

Contractor shall re-execute any work that fails to conform to the requirements of the contract that appears during the course of the work, and shall immediately remedy any defects due to faulty workmanship by the Contractor.

INCORRECT DIAGNOSIS

If an equipment malfunction occurs and the Contractor's repair personnel determine that it is not an equipment problem and another Contractor's repair personnel is called, and if the final determination is that the malfunction was, in fact, in or caused by the equipment, then the Contractor will provide a written report to the State outlining the circumstances of the incorrect diagnosis. Contractor shall reimburse the State for any additional repair service expenses incurred as a result of the incorrect diagnosis.

REMEDIES

If Contractor is unable to restore failing equipment, or equipment's replacement, to good working order (as specified by the manufacturer) within three (3) efforts within a seven (7) calendar day period, the State may recover liquidated damages as specified herein.

WARRANTY

All equipment replaced or repaired in the course of providing the repair services described herein shall be guaranteed by the Contractor for a minimum period of one (1) year from acceptance by the State, or as guaranteed by the manufacturer, whichever is longer.

The warranty for all items shall protect the State user agency against defects resulting from the use of defective or inferior materials, against defects resulting from negligent workmanship, and against all design and manufacturing defects.

Contractor shall replace or repair, at the user's site of the installed product, any defective workmanship and/or materials with equal or better parts at no cost to the State for parts and labor during the warranty period, provided such defects are not due to abuse or negligence on the part of the State.

ORDERING AND INVOICING

The Contractor shall be issued purchased orders on State Accounting Form, "SAF C-03 REQUISITION AND PURCHASE ORDER" along with Attachment, A-1. Upon receipt of a fax signed copy or original hardcopy of a signed SAF C-03, the contractor shall within ten (10) working days inspect the subject equipment's operational condition. Should the equipment be found to be in an unacceptable condition, paragraph #4 of the section titled "No Additional Repair Charges" shall apply.

Failure to inspect the agency's equipment within ten working days after the receipt of a fax signed copy or original signed purchase order shall oblige the Contractor to repair the subject

equipment at no additional cost other than the annual contract amount for the equipment category and class of service requested by the agency.

Contractor shall forward an original and three (3) copies of invoice directly to the ordering agency. Payment shall be made to the Contractor upon certification by the State that the Contractor has satisfactorily performed the required services.

LIQUIDATED DAMAGES

For Class 1 Maintenance Service (see Section D Classes of Maintenance Service in the Specifications Section), liquidated damages are fixed at the sum of FIFTY DOLLARS (\$50.00) for each and every work day the Contractor delays in the completion of any item of its contract after the required date of said completion.

For Class 2 Maintenance Service through Class 4 Maintenance Service (see Section D Classes of Maintenance Service in the Specifications Section), liquidated damages are fixed at the sum of TWENTY-FIVE DOLLARS (\$25.00) for each and every work day the Contractor delays in the completion of any item of its contract after the required date of said completion.

PAYMENT

Section 103-10, HRS, provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment. For this reason, the State will reject any bid submitted with a condition requiring payment within a shorter period. Further, the State will reject any bid submitted with a condition requiring interest payments greater than that allowed by Section 103-10, HRS, as amended. The State will not recognize any requirement established by the Contractor and communicated to the State after award of the contract which requires payment within a shorter period or interest payment not in conformance with statute.

GENERAL INFORMATION

Repair service is to be performed on the island of Oahu for the following areas:

Honolulu district shall encompass the Airport/Foster Village area to Hawaii Kai;

Windward district shall encompass the Waimanalo to Kahuku area;

Central district shall encompass the Sunset Beach/Mokuleia area to Wapio (Crestview);
and

Leeward district shall encompass the Aiea to Makaha area.

Contractor shall furnish all labor, tools, equipment, parts, transportation, and supervision required for on-call remedial maintenance services described herein. Contractor shall maintain all equipment in accordance with manufacturer's guidelines, instructions, manuals, standards, and procedures.

WORK EXCLUDED FORM THIS CONTRACT

The following work and/or services are **excluded** from this contract:

- a. Furnishing supplies, painting or refinishing the equipment, and providing material thereof;

- b. Electrical work external to the equipment or installation, maintenance or removal of alterations, attachments or other devices not furnished or recommended by the manufacturer or Contractor;
- c. Repair of equipment including replacement of damaged components, assemblies, and/or parts, when damage is due to accidents caused by misuse, neglect or malicious intent; disasters such as flooding, earthquake, and other acts of God; and other damages resulting from shipment/transportation of equipment, components, assemblies, and/or parts, where the carrier or supplier is determined to be responsible for repair of damages;
- d. Rearrangement or relocation of equipment; and
- e. Year 2000 (Y2K), software or hardware related problems.

GENERAL REQUIREMENTS

Standard On-Site Repair

The Contractor must be capable of maintaining and servicing all equipment contracted for repair service.

Repair service shall consist of **on-call repair service**. All repair service must be prompt and effective and must be performed by engineers trained, experienced, and qualified to work on microcomputers and associated microcomputer equipment (i.e. printers, modems, etc.).

The Contractor shall perform repairs that will restore the equipment to working order. **All repairs shall be in accordance with manufacturer's guidelines, instructions, manuals, standards, and procedures.** The Contractor shall furnish all labor, tools, equipment, parts, transportation, and supervision required for service of equipment. Maintenance service shall include lubrication, adjustments, and replacement of worn or malfunctioning parts, all as deemed necessary in accordance with manufacturer's guidelines, instructions, manuals, standards, and procedures.

Replacement parts shall be new or equivalent to new in performance and function. All parts must meet or exceed original equipment manufacturer's performance and quality specifications for each individual model. Third party compatible parts shall be required for Time & Materials repair service.

All parts must require no physical modifications or State equipment modifications during installation.

Proprietary board(s) which are provided must be of the latest revision which has been released by the manufacturer. Exceptions will be made if the older revisions do not hinder performance. If newer revisions provide a modification to fix an existing problem, then the new revisions must be provided.

Parts and components must be fully compatible and require no special hardware or software modifications in order to function with State equipment. Parts must also function properly and

require no special modifications to operate with all versions of Microsoft Windows, OS/2, UNIX, NetWare, Banyan, and Wang software.

The State reserves the right to reject any part or component found not to be 100% compatible. Some agencies require exact replacement parts. If the Contractor is unable to provide this type of support for the specific piece of equipment, the Contractor must inform the agency at the time they are registering their equipment for maintenance coverage.

With the exception of hard drives, the Contractor is responsible for the disposal of any malfunctioning parts removed from State PC equipment. In the event of hard drive failure, the Contractor must notify the agency that their hard drive cannot be repaired and must be replaced. The malfunctioning hard drive must then be turned over to the agency for possible data recovery actions.

Repair Reports

The Contractor shall furnish a repair report upon completion of each service call, to the supervisor at the equipment installation site. For Time & Materials work that has been performed (see Section M Time & Materials in the Specifications) an additional copy of the maintenance report shall be furnished to the supervisor at the Customer Equipment Support Unit (CESU) Section of ICSD. The report shall include, but is not limited to, the following:

- a. Date and time Contractor was notified;
- b. Date and time of Contractor's personnel arrival;
- c. Type and model number(s) of equipment repaired;
- d. Time spent for repair;
- e. Description of malfunction;
- f. List of parts replaced;
- g. Signature of person performing repair/maintenance;
- h. Date and time of turnover to State and signature of person accepting service performance for State.

Sales Reports

The Contractor shall furnish summarized repair "sales" reports by Department by island and by category of equipment on a quarterly basis. The reports must include:

- a. Department;
- b. Island;
- c. Class of service;
- d. Category of equipment;
- e. Quantity of equipment within category.

This report must be submitted to Jimmy Nakano, State Procurement Office, 1151 Punchbowl Street, Room 416, Honolulu, Hawaii 96813 within 15 business days of the end of the quarter.

Safeguard Data

Due to the confidential and critical nature of the State's data, Contractor shall ensure appropriate safeguards are taken to protect the confidentiality of the State's data.

STANDARD PC EQUIPMENT

Typical State equipment for PCs described herein and to be maintained under this contract includes, but is not limited to, the following:

- A standard Pentium IV PC containing a 40 GB Hard Drive, 128 to 512 MB of Memory, a 17" color monitor, keyboard, and a 3.5" floppy drive.

Many of the equipment listed above will contain some type of communications card such as a 3270 card, Wang Local Office Connection (WLOC) card, and a LAN NIC card. (Macintosh personal computers also include the keyboard and up to a 17" monitor). Contractor is responsible for maintaining all equipment installed into the PC regardless of the configuration. Contractor is advised that the "standard" PCs described above are only typical examples of State equipment and PCs to be maintained under this contract will deviate from the standard description above. External peripherals and monitors larger than 17" will not be considered standard equipment installed into a PC.

For PCs that have monitors larger than the standards listed above, please see Equipment Category 6 on page 12 for supplemental pricing, or Equipment Category 7 on page 12 for LCD Monitors.

CLASSES OF MAINTENANCE SERVICE

The State may select various classes of maintenance service for different equipment. Each class represents differing principle periods of maintenance:

- Class 1 Repair Service - 24 x 7 Repair Service:** period of twenty-four (24) hours a day, seven (7) days a week, including State-observed holidays. Repairs required to be completed within 2 to 4 hours after the initial service call is placed.
- Class 2 Repair Service** period of 7:30 AM to 4:30 PM, Monday through Friday, except State-observed holidays. Repairs required to be completed within 4 to 8 hours after the initial service call is placed.
- Class 3 Repair Service** period of 7:30 AM to 4:30 PM, Monday through Friday, except State-observed holidays. Repairs required to be completed within 2 business days after the initial service call is placed.
- Class 4 Repair Service** period of 7:30 AM to 4:30 PM, Monday through Friday, except State-observed holidays. Repairs required to be completed within 5 business days after the initial service call is placed.

RESPONSE TIME

Prompt response to requests for maintenance service is mandatory. Contractor must provide a telephone number to receive trouble calls and to provide a current status of calls referred for service. The phone line must be open and be able to handle callers during all hours and days of the Classes of Repair Service contracted for. For Class 1 Repair Service, the phone line

must be open and be able to handle callers 24 hours per day, every day of the year. All phone lines must be available at no charge to all State agencies.

Telephone acknowledgment of all requests for service shall be made within sixty (60) minutes from the time the service request is made. If the service request is made outside of the Principle Period of Repair, telephone acknowledgment of request for service shall be made by 8:30 a.m. on the next State work day.

NO ADDITIONAL REPAIR CHARGES

There shall be no additional repair charges for the following:

1. Preventive maintenance service performed in conjunction with a repair service call during principal period of repair contract;
2. Time spent by repair personnel at the site awaiting the arrival of parts, etc.
3. Remedial repair occasioned by the recurrence of the same malfunction repaired in the preceding forty-eight (48) hour period;
4. Initial registration and certification of the working order of equipment by the Contractor.

Exception: Should during the equipment inspection process the Contractor discover the equipment to be inoperable, the Contractor shall within the next business day, notify the agency's contact person regarding the specific equipment's condition as being unacceptable, along with a written cost estimate to correct the equipment's condition to an acceptable operating level. The costs on the written estimate shall be in accordance with the Section titled "Time and Materials", page 10, herein, with the exclusion of any travel time allowed or inspection fee as stated below.

Should the agency elect not to repair the equipment, the agency may be charged an inspection fee not to exceed one-half hour at the quoted time and materials on-site labor rate for the equipment's appropriate category, in addition to any travel time allowed (refer to the Section titled "Time and Materials").

PARTS NON-AVAILABILITY

For Class 1, 2, and 3 levels of repair service, in the event that a failing component, assembly, or part is not available from the Contractor's local parts inventory, the Contractor will be required to ship the replacement component or part to Hawaii and deliver it to the State's site within twenty-four (24) hours after identification for replacement.

For printers and monitors: In the event that equipment is inoperative, or Contractor estimates equipment to be inoperative, for more than the stated repair period for that class of equipment, and the replacement part is not available from the local parts inventory, the Contractor shall provide comparable equipment for temporary use at no additional cost to the State until the failed equipment is repaired.

When the system is operational but not fully functional, replacement of the failing component, assembly, or part must be at the State's site within twenty-four (24) hours of identifying the need for replacement or repair.

The State will be the sole judge in determining if the system is not operational, or is operational but not fully functional. In all cases, Contractor shall provide equipment in the manner described herein. It shall be within the sole discretion of the State agency to allow additional time for the delivery of components.

HIERARCHY OF SUPPORT FOR ON-SITE REPAIR EQUIPMENT

The State recognizes that complex repair problems will occur which require service resources beyond that available at the local level. It then becomes mandatory that the Offeror have access to and make available to the State at no extra charge, hierarchies of support to quickly elevate difficult problems and resolve these complex equipment malfunctions.

1. Initial Level Technical Support. The Customer Engineer that normally responds to customer's call for maintenance service.
2. Second Level Technical Support. A specialist with additional training and/or experience who specializes in providing diagnostic assistance and/or repair expertise when a service call is particularly difficult. This individual must have at least three (3) years of experience as Second Level Technical Support in the maintenance and repair of PC equipment and is normally recognized by the employer for his/her skills by job title or pay classification. This individual must have obtained an A+ Certification.

When equipment fails or becomes inoperative, repair service will be provided as follows: After Contractor's initial service personnel arrive at the State's installation to respond to a repair service call and the equipment malfunction has not been diagnosed and repair initiated within two (2) hours of the time of arrival of the service personnel, the Contractor will dispatch for second level technical support.

EQUIPMENT INVENTORY

Agencies will inventory and compile a register of all equipment to be maintained. Such register of equipment shall be used in preparing the initial purchase order when agencies elect to receive maintenance service.

Thereafter, the Contractor must be able to provide at any time during the contract period, within 5 working days of the request, a list of all registered equipment, by island and Department, that is being maintained by the Contractor.

UNSUPPORTED EQUIPMENT

If during the course of this contract or any extended period(s), the manufacturer discontinues support for any item of equipment listed herein, the Contractor shall immediately forward a copy of the manufacturer's notification of discontinued support, and upon approval by the State in writing, the Contractor shall refund any unexpired prepaid repair fees within twenty-one (21) calendar days from the date of the State's approval and shall no longer be required to offer repair service for such item. The discontinued item will be removed from the price list.

In the event Contractor is willing to continue providing repair service, the State reserves the right to approve or deny the continued provision of such service."

TIME & MATERIALS

This section of the price list is for departments and agencies that do not sign up for a maintenance contract but instead elect to have various PCs and related equipment maintained on a per incident basis.

Time & Materials repair service will be required during regular State office hours, Monday through Friday, 7:30 a.m. to 4:30 p.m. excluding State holidays. Time & Materials repairs must be completed within seven business days from the time of Contractor notification by the State agency.

Time & Materials Repair Procedure

1. The State agency will carry-in equipment to be repaired to Contractor's repair facility, or the State will call in repair requests to the Contractor for On-Site service. All repairs must be completed within seven (7) business days. The repair period begins once the State calls the Contractor and requests for On-Site service or carries in the equipment to Contractor's repair facility. Maximum labor hours per monitor shall be two (2) hours and one (1) hour per power supply. No charges beyond the maximum stated hours will be honored by the State unless Contractor has prior written approval from the State's ICS Division for additional labor hours per unit.
2. For on-site repairs, a maximum of one-half hour may be charged for travel time for the following:

<u>Honolulu district:</u>		No travel time allowed.
<u>Windward district:</u>	Waimanalo to Kaneohe:	No travel time allowed.
	Kahaluu to Kahuku:	Maximum of one-half hour.
<u>Central district:</u>	Helemano to Waipio (Crestview):	No travel time allowed.
	Sunset Beach to Mokuleia:	Maximum of one-half hour.
<u>Leeward district:</u>	Aiea to Ewa Beach (includes Waipahu):	No travel time allowed.
	Kapolei to Makaha:	Maximum of one-half hour.
3. The State will provide the Contractor with information regarding the problem (refer to Attachment A-2). If Contractor replaces peripherals rather than performing component level repairs, Contractor is responsible for ensuring system compatibility and the transferring of all identifying media located on the peripheral.
4. Recurring problems with Contractor repaired peripherals shall be resolved within seven (7) business days, otherwise liquidated damages shall apply.
5. State agency will pick up all carry-in equipment at the Contractor's repair facility.

Time & Materials Hourly Charge

The Time & Materials hourly charge shall include wages for all labor, overhead, general and administrative expenses, all costs, profit, and applicable taxes. Materials shall be sold at cost, including if appropriate, material handling costs as part of the material cost. Material handling costs shall include only costs clearly excluded from the labor hourly rate. The Time & Materials hourly charge shall have a maximum time duration cap which will vary from peripheral to peripheral. Refer to the Specifications for maximum labor hour charges allowed.

The Contractor shall also have the responsibility of disclosing their purchase price for all items they are reselling to the State under the Time & Materials portion of the contract.


Time & Materials Billing

For Time & Materials, the State will be billed for labor at the hourly rate provided, but not to exceed the maximum caps set out in the specifications, unless prior written State approval is made. All parts used in the repairs shall be sold to the State at the Contractor's cost plus the 4% Hawaii General Excise Tax, and shipping charges, if applicable.

Should the agency elect not to repair the equipment, the agency may be charged an inspection fee not to exceed one-half hour at the quoted time and materials on-site labor rate or the quoted time and materials carry-in labor rate, as applicable, in addition to any travel time allowed as per page 11 of the price list for on-site repairs.

For purposes of billing parts and materials, invoice copies of the Contractor's original purchase invoice will accompany any billings made to the State. Contractor will have the responsibility of ensuring competitive pricing. At no time during the contract should Contractor buy overpriced merchandise and resell these goods to the State. The State reserves the right to evaluate market conditions and Contractor's purchasing practices. At no point in the contract period should the Contractor's purchase price be more than 10% above industry averages based on a sample of five wholesaler prices taken by the ICSD Customer Equipment Support Unit (CESU) Section. Unless Contractor is able to justify his costs above and beyond the 10% average, the State has the option to reject the overpriced goods.

The State shall have the option to cancel the contract, pursue suspension and debarment procedures outlined in the Hawaii Administrative Rules on Procurement, and award contract to the next lowest responsive and responsible Offeror should the State find the Contractor or their supplier inflated prices beyond the 10% limit on three (3) separate occasions.


AARON S. FUJIOKA
Procurement Officer

(x) HONOLULU (x) WINDWARD (x) CENTRAL (x) LEEWARD

GROUP I Equipment Categories	Class 1 7 Work Days/Week 24 Hours Within 2 to 4 Hours	Class 2 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 4 to 8 Hours	Class 3 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 2 Business Days	Class 4 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 5 Business Days
Desktop or Tower Type PCs				
Equipment Category 1 – excludes servers				
a. ISA/Pentium II < = 4 GB Hard Drive	\$169.00	\$160.00	\$158.00	\$125.00
b. ISA/Pentium II > 4 GB Hard Drive	\$169.00	\$160.00	\$158.00	\$125.00
Equipment Category 2 – excludes servers				
a. ISA/Pentium III < = 10 GB Hard Drive	\$171.00	\$168.00	\$165.00	\$143.00
b. ISA/Pentium III > 10 GB and < 40 GB Hard Drive	\$171.00	\$168.00	\$165.00	\$143.00
c. ISA/Pentium III > = 40 GB Hard Drive	\$179.00	\$168.00	\$165.00	\$143.00
Equipment Category 3 – excludes servers				
a. ISA/Pentium IV < 40 GB Hard Drive	\$181.00	\$179.00	\$168.00	\$143.00
b. ISA/Pentium IV > = 40 GB Hard Drive	\$181.00	\$179.00	\$168.00	\$143.00
Macintosh PCs				
Equipment Category 4 – excludes servers				
a. MAC Desktop	\$171.00	\$169.00	\$167.00	\$165.00
b. MAC Laptop	\$179.00	\$177.00	\$175.00	\$170.00
c. MAC G3	\$212.00	\$210.00	\$208.00	\$203.00
d. MAC G4–Multiple processors not included.	\$262.00	\$259.00	\$255.00	\$205.00

(x) HONOLULU (x) WINDWARD (x) CENTRAL (x) LEEWARD

GROUP I Equipment Categories	Class 1 7 Work Days/Week 24 Hours Within 2 to 4 Hours	Class 2 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 4 to 8 Hours	Class 3 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 2 Business Days	Class 4 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 5 Business Days
Notebooks/Laptops				
Equipment Category 5				
a. Pentium III < 10 GB Hard Drive	\$225.00	\$220.00	\$210.00	\$206.00
b. Pentium III > = 10 GB Hard Drive	\$250.00	\$239.00	\$228.00	\$218.00
c. Pentium IV < 20 GB Hard Drive	\$260.00	\$250.00	\$226.00	\$213.00
d. Pentium IV > = 20 GB Hard Drive	\$264.00	\$255.0	\$250.00	\$225.00
Supplemental Pricing - Monitors				
Equipment Category 6				
a. VGA/SVGA 17"	\$120.00	\$110.00	\$102.00	\$ 89.00
b. VGA/SVGA 19"	\$159.00	\$151.00	\$146.00	\$139.00
c. VGA/SVGA 21"	\$198.00	\$186.00	\$176.00	\$160.00
Supplemental Pricing - LCD Monitors				
Equipment Category 7				
a. 15"	\$298.00	\$288.00	\$278.00	\$268.00
b. 17"	\$389.00	\$386.00	\$379.00	\$369.00
c. 18"	\$424.00	\$419.00	\$398.00	\$382.00
d. 19"	\$441.00	\$429.00	\$411.00	\$400.00
Printers (non-multiple function)				
Equipment Category 8 - network connected				
a. Black Laser < 9 PPM w/o duplexing	\$198.00	\$192.00	\$189.00	\$186.00
b. Black Laser < 9 PPM w/duplexing	\$232.00	\$229.00	\$223.00	\$210.00
c. Color Laser < 9 PPM w/o duplexing	\$398.00	\$392.00	\$369.00	\$359.00
d. Color Laser < 9 PPM w/duplexing	\$412.00	\$410.00	\$398.00	\$371.00
e. Black Laser > 8 PPM w/o duplexing	\$199.00	\$196.00	\$189.00	\$181.00

(x) HONOLULU (x) WINDWARD (x) CENTRAL (x) LEEWARD

GROUP I Equipment Categories	Class 1 7 Work Days/Week 24 Hours Within 2 to 4 Hours	Class 2 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 4 to 8 Hours	Class 3 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 2 Business Days	Class 4 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 5 Business Days
<i>Printers (non-multiple function)</i> Equipment Category 8 – network connected--continued				
f. Black Laser > 8 PPM w/duplexing	\$243.00	\$239.00	\$229.00	\$219.00
g. Color Laser > 8 PPM w/o duplexing	\$441.00	\$439.00	\$429.00	\$419.00
h. Color Laser > 8 PPM w/duplexing	\$451.00	\$449.00	\$439.00	\$429.00
i. Dot Matrix (Standard Body)	\$169.00	\$166.00	\$159.00	\$155.00
j. Dot Matrix (Wide Body)	\$179.00	\$176.00	\$169.00	\$163.00
k. Ink Jet	\$ 98.00	\$ 96.00	\$ 94.00	\$ 91.00
l. Impact Printer	\$116.00	\$114.00	\$110.00	\$ 98.00
<i>Modems</i>				
Equipment Category 9				
a. Speed 28.8 Kbps	\$ 56.00	\$ 36.00	\$ 34.00	\$ 29.00
b. Speed 56 Kbps	\$ 98.00	\$ 59.00	\$ 55.00	\$ 49.00
<i>CD ROM Drives</i>				
Equipment Category 10				
a. IDE	\$129.00	\$119.00	\$109.00	\$ 98.00
b. SCSI	\$149.00	\$129.00	\$119.00	\$109.00
c. USB	\$129.00	\$119.00	\$109.00	\$ 98.00
<i>CD-RW</i>				
Equipment Category 11				
a. IDE	\$129.00	\$119.00	\$109.00	\$ 98.00
b. SCSI	\$149.00	\$129.00	\$119.00	\$109.00
c. USB	\$129.00	\$119.00	\$109.00	\$ 98.00

(x) HONOLULU (x) WINDWARD (x) CENTRAL (x) LEEWARD

GROUP I Equipment Categories	Class 1 7 Work Days/Week 24 Hours Within 2 to 4 Hours	Class 2 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 4 to 8 Hours	Class 3 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 2 Business Days	Class 4 5 Work Days/Week 7:30 a.m. - 4:30 p.m. Within 5 Business Days
<u>DVD-ROM</u> Equipment Category 12				
a. IDE	\$139.00	\$129.00	\$109.00	\$100.00
b. SCSI	\$159.00	\$139.00	\$119.00	\$109.00
c. USB	\$139.00	\$129.00	\$109.00	\$100.00
<u>DVD-RW</u> Equipment Category 13				
a. IDE	\$229.00	\$220.00	\$216.00	\$209.00
b. SCSI	\$298.00	\$289.00	\$285.00	\$269.00
c. USB	\$229.00	\$220.00	\$216.00	\$198.00
<u>SCANNER</u> Equipment Category 14				
a. SCANNER NO DOCUMENT FEED	\$215.00	\$199.00	\$179.00	\$169.00
b. SCANNER WITH DOCUMENT FEED	\$249.00	\$239.00	\$229.00	\$216.00

(H) HONOLULU (W) WINDWARD (C) CENTRAL (L) LEEWARD (A) ALL DISTRICTS

GROUP II <u>TIME AND MATERIAL REPAIRS</u>	<u>ON-SITE REPAIRS</u> Hourly Labor Rate (prices include GET)	<u>CARRY-IN REPAIRS</u> Hourly Labor Rate (prices include GET)
PCs & Related Equip: Categories 1-3, 5-7, and 9-14		
Mac computers: Category 4		
Printers: Category 8		

State of Hawaii

PC REPAIR SERVICE REQUEST FORM (FOR REPAIR SERVICE ON ANNUAL CONTRACT AND TIME & MATERIALS) STATE OF HAWAII, SPO Price List No. 04-07 (Oahu)

Requester Complete the Following:

Account No. _____ Request Date: _____ Time: _____ New Request: Yes ___ No ___
Requester's Name: _____ Title: _____
Supervisor's Name: _____ Title: _____
Requester's Telephone Number: _____ Extension: _____ Fax Number: _____
Requester's Email: _____ Requester's Work Hours: _____
Requester's Location: _____ Floor: _____ Room No.: _____
Equipment Manufacturer: _____ Model No.: _____ Type: _____
Equipment Serial Number(s): _____
Nature of Request: _____
(in own words what _____
is the equipment _____
doing or not doing). _____
How long has this been occurring? New Occurrence: _____ Intermittent: _____ Equipment Shut Down: _____
How often is this equipment used during normal work hours? Continually: _____ Occasionally: _____ Seldom: _____

Please fax (1) request per event to the appropriate Vendor.

Vendor to Complete the Following:

Dispatch Number: _____ Date Received: _____ Time: _____ By: _____
Requester Telephone Contact Date/Time: _____ Scheduled Onsite Date/Time: _____
Equipment Disposition: _____

Approvals:

Vendor: _____ Date: _____ SOH Contact: _____ Phone No.: _____ Date: _____